

CSHCS ALERT #13-2014 - Temporary change re: access and billing issues
Mon 6/2/2014

Pat McNutt, in the CSHCS central office usually handles immediate access to care problems being impacted by out of date insurance information on the system. She also handles billing problems and Karla McCandless is her back-up when Pat's out. Next week, which is the first week in June, both Pat and Karla will be out of the office and unable to assist with the complex or urgent need situations that usually get forwarded to Pat.

The plan for next week is the following:

- 1) Families with an urgent need for access to medication or medical care due to the wrong private insurance on the system should be referred to MIEnrolls Beneficiary Help Line at 877-274-2737 which is the CSHCS specific phone number. The family can report their urgent need to have the wrong insurance removed from the system.
- 2) For non-urgent needs regarding private insurance and other billing problems that cannot be resolved at the local health department and/or Customer Support analyst level, then please contact Amy Chapko at 517-241-8998.
- 3) If it's an issue that can wait until the following week, feel free to leave the message on Pat's voicemail as well.

We would like to assure that you have a contact person if something needs to be addressed quickly or possibly talked through. Thank you for your cooperation in helping to adapt to this temporary situation.

Karla McCandless, Manager
Policy & Program Development
Children's Special Health Care Services
MI Dept. Of Community Health
320 S. Walnut – 6th Floor
Lansing, MI 48913